

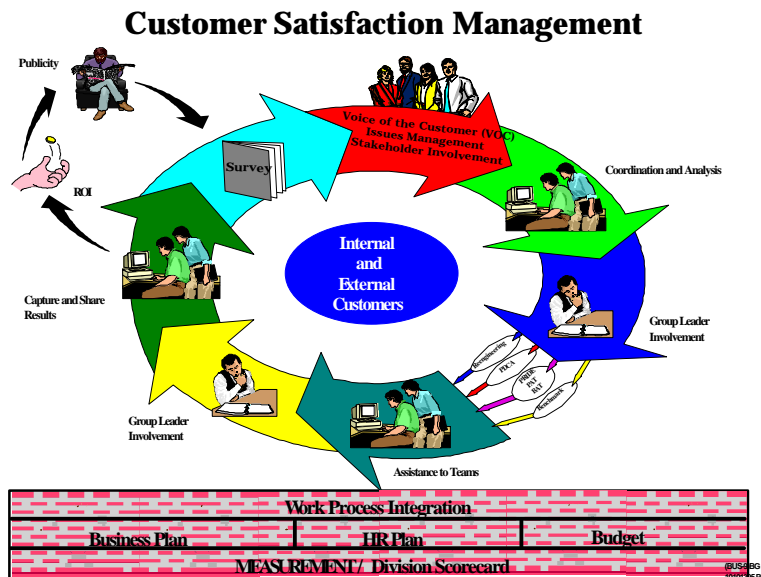
ROQ

Return on Quality



CSM Model Presented to UC

At the instigation of Bill Barr, the Customer Satisfaction Management (CSM) Model was presented to Chuck McDonald of the UC Laboratory Administration Office in Mid-March. He was particularly impressed with the VOC approach utilized by BUS. Mr. McDonald would like to see BUS' VOC approach adopted by Livermore and Berkley in their efforts to obtain customer feedback under two key FY97 Appendix F measurements in the area of procurement. The Quality Support Office will present our VOC methodology at the tri-Laboratory meetings conducted April 25-26, 1996. If our VOC methodology is adopted, BUS will likely become the center of excellence for VOC at the three Laboratories.



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